

ABSTRACT OF THE DISCLOSURE

5 The remote servicing of a secure computer system
employs an intermediate network entity accessible to both a
remote service provider and to an agent running on the
secure computer system to be serviced. A service provider's
computer runs a manager software module, while the system
being serviced, or an agent on its behalf, runs an agent
software module. An intermediary software module runs on
the intermediate network entity. The mutually accessible
10 intermediate network entity may be located outside firewalls
protecting the system to be serviced or inside such
firewalls though with the firewalls configured to allow
selected access. Access to the intermediate network entity
is limited by secure access protocols. After
15 authentication, the manager submits to the intermediary one
or more directives to be executed by the agent. The
intermediary then sends the directives to the agent over a
secure connection to the agent. The agent then executes the
directive(s) upon receipt and sends the response to the
20 intermediary via the secure connection. The manager is then
capable of accessing the results via the intermediary.

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